

**CONGRESSMAN MIKE HONDA AND ASPECT CEO BEATRIZ INFANTE TO HOST
eGOVERNMENT AND HOMELAND SECURITY SYMPOSIUM ON DEC. 5 AT THE
NATIONAL PRESS CLUB**

Thought leaders in aviation, technology and government to discuss role of contact centers in making information universally accessible for rapid response

SAN JOSE, Calif., Nov. 20—Aspect Communications Corporation (Nasdaq: ASPT), the leading provider of business communications solutions that help companies improve customer satisfaction, reduce operating costs, gather market intelligence and increase revenue is sponsoring a government executive symposium on Dec. 5 at the National Press Club in Washington, D.C., that will address the convergence of eGovernment and homeland security technologies. Experts from American Airlines, Gartner Inc., IBM, San Jose International Airport, the Transportation Security Administration and the 2002 Silicon Valley Blue Ribbon Task Force on Aviation Security and Technology will discuss the role of contact centers in making information universally accessible for rapid response.

The symposium will explore the role of contact center and communications technology in meeting the goals of the eGovernment initiative; how this technology can also contribute to achieving homeland security objectives; and the findings of the Silicon Valley Blue Ribbon Task Force, including the need for a trusted workforce and a seamless communications infrastructure. Attendees will see a live demonstration of the integration of workforce management solutions and the latest biometric technologies.

Appointed to lead the task force's technology subcommittee earlier this year, Beatriz Infante, Aspect's chairman, president and chief executive officer, will host the symposium with Congressman Mike Honda (D-California).

Featured speakers include Christopher Baum, vice president and research area director with Gartner Inc.; Gary Barnett, executive vice president, products, and chief technology officer with Aspect; and a panel of members of the 2002 Silicon Valley Blue Ribbon Task Force on Aviation Security and Technology moderated by U.S. Rep. Honda. Panel members are Ralph Tonseth, director of aviation at Mineta San Jose International Airport; William Crowell, president & chief executive officer of Cylink; Larry Wansley, managing director of corporate security of American Airlines; Martin Huddart, general manager of Recognition Systems; Lois McKeon of IBM; and Thomas Anthony, Transportation Security Administration director, Palm Springs International Airport.

There is no cost to attend the symposium scheduled for Dec. 5 (EST) from 8:30 a.m. to noon at the National Press Club in Washington, D.C. Interested parties can register at www.aspect.com/go/govsymposium or by calling (888) 412-7728.

About Aspect Communications

Aspect Communications Corporation is the leading provider of business communications solutions that help companies improve customer satisfaction, reduce operating costs, gather market intelligence and increase revenue. Aspect is the trusted mission-critical partner of 74 percent of the Fortune 50, daily managing more than 3 million customer sales and service professionals worldwide. Aspect is the only company that provides the mission-critical software platform, development environment and applications that seamlessly integrate voice-over-IP, traditional telephony, e-mail, voicemail, Web, fax and wireless business communications, while guaranteeing investment protection in a company's front-office, back-office, Internet and telephony infrastructures. Aspect's leadership in business communications solutions is based on more than 17 years of experience and over 8,000 implementations deployed worldwide. The company is headquartered in San Jose, Calif., with offices around the world, as well as an extensive global network of systems integrators, independent software vendors and distribution partners. For more information, visit Aspect's Web site at <http://www.aspect.com> or call (877) 621-3692.

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